



**DEPARTMENT OF DISTANCE & CONTINUING EDUCATION,
SCHOOL OF OPEN LEARNING,
CAMPUS OF OPEN LEARNING, UNIVERSITY OF DELHI**

Certificate Course in English Proficiency

Structure Of Lesson Plan

Business English		
Foundation	Basic	Intermediate
Meeting and Greeting People	A Day in My Life	The Interview
My Workplace	Company Culture	Making a Good First Impression
Understanding Everyday Messages	Everyday Communication – 1	We're Hiring
Filling in Customer Details	Everyday Communication – 2	Your Application Matters!
Answering Customer Questions	Watching a Company Grow	Growing a Business
Following Instructions	Problems at Work	Doing Your Market Research
Problems with Machines at Work	A Peek into Production	Getting Your Product Out There
Before You Order	Delivering a Product	Talking with Customers
Can I?	Advertising a Product	Start-Up Stories
Writing a Basic Message	Arranging a Meeting	Making Requests
Understanding Directions	Travelling Business Class	At an Entrepreneur's Conference
Leave a Message	Taking Time Off Work	Presenting Your Product
Invitations	Business Conferences	Travelling Abroad for Business
Making Calls	Working as a Team	Attending an International Conference
Helping Customers	A Client Visit	Presenting at a Meeting
Talking About My Business	Working with Offshore Teams	Your Company's Performance Abroad
Talking about Abilities	Changing Business Relationships	Global Businesses
Talking to Colleagues	Talking Profits	Using Social Media in Business
Describing a Company Event	Showing the Figures	Building a Sustainable Business Brand
Making and Responding to Suggestions	Stocks and Shares	Employee Satisfaction
Describing a Product	Making a Presentation to Investors	Business Emails
Listening to Customer Complaints	Your Career Graph	Business in Different Cultures
Talking about Arrangements	A Great Job Application Letter	On Call with Customers and Clients
Giving Opinions	Getting Ready for an Interview	Building Customer Loyalty
Being Polite	Staff Training	Corresponding with Customers